

Broadband Facts

Fixed broadband consumer disclosure for **Small Business Service**

Choose Your Service Data Plan for	25 Mbps FTTH service
Monthly charge for month-to-month plan	\$99.95
Monthly charge for 1 year contract plan	\$99.95

[Click here for other pricing options including promotions and options bundled with other services, like cable television and wireless services.](#)

Other Charges and Terms

Data included with monthly charge	Unlimited
Charges for additional data usage	Not Applicable
Optional modem or gateway lease	Included with service for FREE

Other monthly fees:

Fees for declining Electric Billing/Invoice and Auto Payment

Paper Invoice Option (declining electric bill) **\$1.50**

Declining auto payment option **\$1.50**

Optional: Citizens Whole Home WiFi service **\$4.95**

One-time fees: May be waived based on credit approval and term

Activation fee **\$99.00**

Installation fee (never waived if month to month) **\$99.95**

Installation of additional CAT5 outlet **\$79.00**

First month upfront **\$99.95**

Early Termination fee **\$99.95**

Government Taxes and Other Government-Related Fees May Apply: Varies by location

[Other services on network](#)

Performance - Individual experience may vary

Typical speed downstream **23-25 Mbps**

Typical speed upstream **8-10 Mbps**

Typical latency **2-30 ms**

Typical packet loss **0-2 %**

Network Management

Application-specific network management practices? **Yes**

Subscriber-triggered network management practices? **Yes**

[More details on network management](#)

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[To submit complaints to the FCC:online/\(888\) 225-5322](#)

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